

Summary of support options

RESPONSE TIME*	WARRANTY	EXT WARRANTY**	LIGHT	COMPREHENSIVE	NON CONTRACT
1 Day	✘	✘		✘	
2 Days			✘		
3 Days					✘
ON SITE RESPONSE***					
2 Days	✘	✘		✘	
3 Days			✘		
5 Days					✘
Parts Included	✘	✘		✘	
PM Kits included	✘	✘	✘	✘	
Technical Support	✘	✘	✘	✘	Chargeable****
Software Updates	✘	✘		✘	
Tech Trg discount		✘	✘		

*E-Mail response to technical queries for a system that is hard down

**Warranty provision that MUST be purchased at Point Of Sale

***Response time for a system that is hard down

****Technical Support is chargeable at E50 per hour